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Appl. No. 10/772,483
Amdt. dated November 3, 2008
Reply to Office Action of July 2, 2008

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend claims 1, 2, 10 and 12 and add new claims 17 and 18 as follows:

1. (currently amended) A voice recognition system comprising:

a plurality of modules having multiple functions for receiving voice inputs from a user and performing services in response to the voice inputs at least one of the plurality of modules providing a user prompt and receiving an input, and if the input is not recognized, resetting a consecutive error counter invoking a help application, and passing information identifying the module and information identifying a function being performed when the unrecognized input was detected; and

a user information database storing user proficiency information indicating user experience with each function of each module;

the help application selecting a help prompt for presentation to the user tailored to the user subsequent to receipt of the unrecognized input, the help application utilizing the information identifying the module and the function when the unrecognized input was detected, and selecting the help prompt based upon the user's proficiency and the information identifying the module and the function.

2. (currently amended) The system of claim 1, wherein the consecutive error counter is incremented each time a subsequent unrecognized input is received and selecting the

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a more elaborate help prompt is selected upon detection of repeated errors, said detection further based on utilization of the an increasing consecutive error counter count.

3. (original) The system of claim 2, wherein the user information includes information indicating the user's proficiency in using the system.

4. (original) The system of claim 3, wherein the information indicating the user's proficiency includes information indicating the user's proficiency with each function available to the user.

5. (original) The system of claim 4, wherein the information indicating a user's proficiency with each function includes a function usage tally for each function, the function usage tally for a function indicating a number of times the user has successfully employed the function.

6. (previously presented) The system of claim 5, wherein the help application employs the function usage tally for the function being used when the unrecognized input was detected, in order to determine a user experience category for the user with respect to the function.

7. (original) The system of claim 6, wherein the help application determines the user experience category by selecting an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

8. (original) The system of claim 7, wherein the help application tracks consecutive errors and recognition failures and selects appropriate help prompts in the case of consecutive errors and recognition failures.

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9. (original) The system of claim 8, wherein the user's function usage tally for a function is updated upon each successful use of that function.

10. (currently amended) A method of help prompt selection, comprising the steps of:

storing a user information database of user proficiency information indicating user experience with each function of each module;

identifying a function of a module being employed when a first unrecognized input was received;

resetting a consecutive error counter upon detection of the first unrecognized input;

identifying retrieving a user experience level with successfully utilizing the function from the user information database; and

selecting a help prompt based on the user experience level with successfully utilizing the function.

11. (original) The method of claim 10, wherein the step of identifying the user experience level comprises assigning the user to a particular experience category and wherein the step of selecting a help prompt includes selecting a prompt associated with the experience category to which the user belongs.

12. (currently amended) The method of claim 10, wherein the step of identifying the user as belonging to a particular experience category selecting a help prompt includes examining user information indicating the experience category to which the user should be assigned, and further comprising comprises:

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incrementing the consecutive error counter upon detection of subsequent unrecognized inputs during utilization of the function; and

~~selecting the help prompt based on evaluating both the user experience level for the function and the consecutive error counter count.~~

13. (original) The method of claim 11, wherein the step of examining user information includes examining a function usage tally for the function being employed when an unrecognized input was received and assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

14. (original) The method of claim 13, further comprising the steps of:
detecting consecutive errors or recognition failures; and
upon detection of consecutive errors or recognition failures, selecting a prompt appropriate for the user's experience level and for the number of consecutive errors or recognition failures detected.

15. (original) The method of claim 14, wherein the selection of a prompt is more dependent on the number of errors or recognition failures detected as the number of consecutive errors or recognition failures increases.

16. (original) The method of claim 15, further comprising a step of updating the user's function usage tally for a function upon each successful use of that function.

17. (new) The method of claim 1 wherein the plurality of modules comprises:
a directory module, a voice dial module, and a voicemail access module.

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18. (new) The method of claim 12 further comprising:
revising the user experience level upon detection of a predetermined number of consecutive errors.